

Director's Report January 1997

Financial activities: We find we need a little more money in our Nonprint Materials budget and a little less than planned in our Periodicals budget. Therefore, we would like Board approval to transfer \$3,300 from 4.52 (Periodicals) to 4.53 (Nonprint Materials).

Workshop Approval: Leanne York, DeMotte Librarian, has requested permission to attend a workshop on "Thinking Outside the Lines" presented by the National Seminars Group in Indianapolis. The workshop focuses on creative thinking techniques for persons in leadership positions. Cost: \$99.

Repurchase agreements: John Price and Dan Gick of Bank One will explain the investment option of Repurchase Agreements to the Board. If you determine that this form of investment would be to the Library's advantage, I would like you to vote to authorize me to invest in these funds and to amend the "Accounting Practices for 1997" to reflect this change.

Wide area network project: Later this week, we will be getting quotes on the wireless communication part of our technology project. I hope that by Monday night I will be able to tell you what we feel is the best course to follow and that you will be able to authorize me to advertise for bids.

DeMotte/Rensselaer Heating Problem: Here also I hope to have a report for you by board meeting time.

ILF (Indiana Library Federation) Conference: April 30, May 1-2. A postconference for trustees entitled Champion Trusteeship will be held on Saturday, May 3. You should all have received the ILF conference materials by now. Please look at your schedules and, if possible, hold one or more of those days free to attend the conference. Wil has indicated a desire to attend the full conference if he can get vacation time to do so.

Board Retreat: Board members indicated a desire to discuss the possibility of a board retreat. I have thought of a few areas which could be discussed:

- what areas of service do we consider most important to the mission of our library? Are we committing sufficient staff and/or money to those areas?
- How important is it to have a home page with a good deal of substantive material on it? Is it important enough to add a few staff hours to support it?
- What about the importance of our local history/genealogy collections?
- Does our long range plan need updating?
- Would the board like a review of library financing and budgeting?

You will be able to think of other areas that might be covered in a retreat.

Director's Activities: This month I conducted 3 instructional sessions for Board members who requested an introduction to the Internet. In January I attended a northwest Indiana Directors' meeting, a local management meeting, a meeting with Yvonne, representatives from KV Schools and Think Tank concerning our wireless LAN, an INCOLSA Member Advisory Council meeting, on which I represent northwest Indiana public libraries, and ISLAC (Indiana State Library Advisory Council) meeting and the NILBA dinner. I also met with a representative of Rensselaer Central High School to discuss our Internet plans and possible cooperative ventures.

I have had numerous phone conversations about our building problems and with computer and communications technicians about our technology project.

The Rensselaer Library was closed one full day and closed early another day because of snow. The DeMotte and Wheatfield libraries were closed 2 days due to snow.

Staff have spent January planning their 1997 program schedule, preparing for the circulation of CD ROMs (beginning in February), mapping out the locations of the new Internet workstations and determining which areas of the collection are most desperately in need of concentrated attention this year.

Rensselaer will offer fewer outside programs for adults, and do more bibliographic instruction (how to use the library and its materials), author visits and booktalks. Sharon's sign language courses are off to a good start. Their winter reading program for all ages, "Bookward Bound", has over 60 participants at present.

We are conducting a silent auction of the card catalogs in conjunction with the book sale DeMotte held last weekend. Persons have until February 15 to bid on the card catalogs. Pictures of all 7 are on display at the DeMotte and Rensselaer libraries, and the actual catalogs (some at DeMotte and some at Rensselaer) may be viewed on request. We sent letters to all the smaller public libraries in the area advertising the auction. We have also told bidders that they may call before February 15 to get the high bid amount for the catalog in which they are interested. They may then place a new bid on it.

Agency librarians met to determine which CD ROM databases will be purchased for the network, and to create an Internet training plan for the public.

This year, all three libraries are adding a "lease audiobook collection" to their present lease book collection. This will give each library a constantly changing and expanded assortment of books-on-tape for patrons to borrow.

DeMotte has a new audiovisual cart, thanks to the DeMotte Chamber of Commerce. They made arrangements with a volunteer accountant who will help individuals with taxes two afternoons a week until April. Leanne compiled a history of the DeMotte Library for the Chamber of Commerce history book. She has also drafted the revised Walking Books policy, procedure, and other materials recommended by the Walking Book Task Force. Staff is distributing information about this program for the homebound to places such as Jasper County Home Health Care.

Agency librarians, as always, are dealing with various building maintenance problems. At Rensselaer, plans have been made to have the restroom toilet partitions electrostatically repainted. Michelle states her case most graphically and succinctly: "Here is a quick run down: vandalism to ground lamp, leaky roof, challenged books, burnt out dimmer switch, phone problems, computer problems, snow, snow, and more snow, just a trickle of hot water, satellite problems, Bonnie in hospital, Annette gone."

At Wheatfield, projects include resealing windows and doors that leak air, replacing a motor on a furnace fan, replacing a thermostat, replacing a loose bracket on a gutter, replacing a difficult to reach exterior light bulb and ballast, determining the cause of a malfunctioning lighting timer.

At DeMotte, the LAN file server has run out of memory to load new programs, the bushings on one of the glider rockers are worn out and parts cannot be found, there were elevator problems, a boiler pump motor to be replaced, the front doors were adjusted so they lock properly, a pedestal on a computer broke, the lighting unit on the fish aquarium rusted out, and doorbells or batteries for doorbells are being replaced.

Those are the high points of the maintenance problems! We have big buildings and high traffic and must expect many little things to go wrong. Luckily, we have efficient agency librarians who are seeing that most of these problems are quickly resolved.

This is also the time of year to renew our lawn fertilizing contracts. We are considering adding the spraying of trees and shrubs to guard against tent caterpillars and other varmints.

Technical Services: On the technology side, the terminals through which we (and you) access our catalog, etc. are failing. As they fail, they will have to be replaced with PC's.

I believe we are nearing the time when an extra staff person in Technical Services is a necessity. Our department is not able to do the quality control it should be doing, because insufficient staff is available.

To give you as "untechnical" an explanation as possible, Yvonne should be checking all the cataloging done by her staff to catch problems they are not trained to see. She does not have time to take this step. Each book as it is given a classification (Dewey) number, should also be checked by her against our collection to insure that it is given the same number as other books on the same subject and that the author's name is given the same way as for other books by that author. There is not time to do that. Therefore, books on one subject are not always together on the shelf and a patron might have to look under J.A. Smith as well as Jane Aswell Smith to find all books by one author.

In addition, troubleshooting computer problems, system problems and planning for the network are taking a huge amount of Yvonne's time. Yvonne notes that she did original cataloging for only two items in the month of January (most items do not need original cataloging and are processed by her two assistants). During the snow days, she cataloged items at home, but has not had time to

transfer them to the system yet, because of other duties! *Staff has asked repeatedly for someone with time and expertise to troubleshoot computer problems.

I will have a proposal for you at the March meeting.

Staff news: As staff is shuffled at Rensselaer to fill an evening clerk position and to fill in for Lyn Day who will be on maternity leave for 3 months, Chris Mays, a former adult page, will be coming back temporarily for 22 hours per week as a Library Assistant. Other present staff will work the other 18 hours of Lyn's full time position. Bonnie Powell was in the hospital with a blood clot in her leg and has not yet returned to work.

Lori Mooney, Wheatfield page, lost her mother in the past week. Mary Duggleby's father-in-law passed away last weekend. Flowers were sent from the staff and board in both deaths.

Please contact me if you are unable to attend the February board meeting or if you have any questions about material in your packet.

Lynn

Director's Report February 1997

Additional appropriation approval: Because I did not encumber grant funds appropriated for the Technology Project, we had to advertise for an Additional Appropriation of those funds again this year. The official hearing will be the March board meeting. At this time, the Board needs to approve the appropriation of those funds.

My face is red. We also need to appropriate the funds we just received authorization to spend for the Internet server. I did not put that amount into the previous advertisement. I am sorry!

Workshop Approval: Charlotte Fagen, DeMotte Children's Specialist, has requested permission to attend a workshop on time management offered in West Lafayette by Career Track. Cost: free (we have credit).

Board meeting dates: You discussed continuing second-Tuesday board meetings, unless Mary's class schedule prohibited it. If she knows her fall schedule by the March 11 board meeting, you will need to make a decision for the rest of the year. See page R 33.

Technology network project: We have advertised for sealed bids which are to be returned by 2:00 PM CST, Thursday, March 27 and will be opened at that time (in open meeting). I would like one board member to volunteer to be on the Bid Committee with myself and Gail. You will need to be able to be at the Rensselaer library at 2 PM on March 27. Our sole responsibility will be to open and read each bid received. The bids will later be analyzed by our technology consultant and a determination made of the "lowest responsible and responsive bidder" from whom we will purchase this equipment.

I will have copies at board meeting of the legal Notice to Bidders, and the specification documents.

Today we notified Greatline Communications that we were accepting their quote on rewiring our libraries for the network for a sum of about \$13,000. We were advised to be very cautious about who we asked to do this work, since many wiring specialists are not great respecters of insulation and neatness and good workmanship.

Greatline came highly recommended by Think Tank. We also invited Sprint to give us a quote. They came out to price the job, but did not get their quote to us in time. We feel we need to get the wiring done immediately so that when the networking equipment comes, we are ready to make the system work.

DeMotte/Rensselaer Heating Problem: I am still trying to get a date when new actuators will be installed. According to Precision, they have been ordered but not received. Our heat has been satisfactory for the last month, but the weather has been warmer. I have requested data which

might show whether we still have trouble zones which we can pinpoint and on which we can request a resolution. It is hard to work on a problem which is presently not showing itself!

ILF (Indiana Library Federation) Conference: You decided at the last meeting that you want to go down for dinner on Friday evening, attend a cultural event of some kind and attend the post-conference program for trustees on Saturday. I need to know *by board meeting* who can attend the conference in Indy on Wednesday, Thursday, Friday and/or Saturday, April 30 - May 3.

Wheatfield High School Historical Marker: The Board granted permission to the Wheatfield H.S. Alumni Association to have an historical marker placed in the library front yard marking the former site of the high school. Later, the State of Indiana denied the request of the Alumni Association for a state marker.

The Alumni Association has now made arrangements for a marker as shown on R 33. This would be set in a red brick "wall" which would be no more than 3 feet wide by 4 feet high. They would like to put this in the library's front yard. This could be built in front of the sewer cleanout in the library's front yard and camouflage it. It would be in the area of the present low evergreen shrubs and crabapple trees behind the bench. I would like your approval for this.

Building Insurance: This month we accepted proposals for our building insurance. We received 3 proposals:

MW Insurance Agency: Utica National Insurance Program for Libraries: \$10,132

Consolidated Insurance: American States: \$10,280

State Farm: \$11,811

We accepted the proposal of MW Insurance. While it was only \$148 less than Consolidated Insurance, and there would be some advantage to not changing insurance companies at all, the MW policy had a \$250 deductible on the boiler and machinery insurance offered. Consolidated had a \$1,000 deductible on that insurance. Since we have had previous problems with this equipment, we felt the difference in the deductible was an important consideration. The new insurance will go into effect on April 16.

Bonnie's Funeral: Staff at DeMotte and Rensselaer truly appreciated the opportunity to attend Bonnie's funeral. Renee wrote on behalf of Cookie and herself: "The fact that we were able to close half a day to attend was appreciated, not only by us, but by our patrons, who thought that it was nice to pay our respects to one of our staff that day. Several of them remarked on how good it was of the library to allow us to close long enough to attend. Thanks again!" The Wheatfield Library did not close that day. Locating the funeral in Lafayette made a difference.

Numerous donations have come to the library in Bonnie's memory. (see R11-R12). Some money has also been donated to buy specific types of books in her memory, and staff donations are being made for the purchase of a wall-mounted magazine rack in her memory.

Library Activities: Silent auction of Rensselaer and Wheatfield's card catalogs brought about \$771 to the library. The IVAN lease CD-Roms came in late February and have started circulating. Wheatfield was surprised when the circulating CD ROMs became immediately popular. We have not publicized their arrival yet. The new lease books on cassette have been *very* well received.

Children's Specialists spent a day at Rensselaer with their favorite book vendor, selecting from an enormous collection of well-chosen, library bound books.

A "Soaring to Excellence" satellite program session on the Internet was attended by 11 JCPL staff. A session scheduled for March 5 was canceled due to technical problems. We had the program videotaped for us and hope to show it to the 19 registered persons at a later date.

Director's Activities: I have attended four meetings with Think Tank consultants, a management meeting, directors' meeting at Lake County Public Library, a regional INCOLSA meeting at St. Joe which Michelle also attended, and a satellite program on managing change in libraries.

The most interesting event was Legislative Day in Indianapolis. I had lunch with Representative Mike Smith and about 70 other legislators who viewed a presentation on the INSPIRE project. The presentation showed very graphically what Indiana citizens could access if this project is funded by the state.

Much of my time this month has been dealing with the technology project, building insurance proposals, updating procedures and memorial fund alternatives.

DeMotte A silent auction during the semi-annual booksale netted \$216.26, including the sale of DeMotte's card catalogs. DeMotte has been struggling with minor building problems. A key to the meeting room and storage closet used by the Adult Learning Center was stolen and the lock changed at the expense of the Adult Learning Center.

In an effort to promote the Walking Books program, staff has taken flyers to local home health care personnel, with no response. Nevertheless, business has picked up appreciably through personal contacts various staff have made with persons in need.

Tax assistance was given by a local accountant to 28 patrons this month. The program will continue into March.

Rensselaer: A silent auction of the card catalogs netted \$670. With Bonnie's death, Lyn's maternity leave, Glenda's vacation, a number of new and inexperienced staff and considerable illness, the month has been very stressful, but Michelle reports that everyone has pitched in and done what needed doing. Technical Services staff assisted at the circulation desk at times.

Yvonne has trained Michelle in updating the sites on the JCPL webpage. Jackie has been compiling some good children's sites and will be trained by Michelle to add them to the webpage and keep them updated. Meanwhile toddler time has started and Jackie has continued her frequent book talks, story hours and instructional sessions with school classes.

Michelle has updated job descriptions this month and completed most of the training materials for her upcoming series of Business workshops, but has put the workshops on hold until we know when the network and the Internet access will be available.

Rensselaer bathrooms have been electrostatically repainted. Goodbye, graffiti. Check them out!

Friends of the Library Book Sale will be March 8 from 9 AM to 2 PM. Prizes for the winter reading program will also be given away that day. The silent auction of surplus items will be postponed until later in the year, since it has been too hectic to do necessary planning.

Wheatfield Library: Story hours have begun and Diane is having bumper crops of children in attendance. She is continuing to read at school and the preschool. She attended a Reading Council meeting at the Van Rensselaer School. She and the other Youth Specialists are making preparations for the Summer Reading Club.

Dee Opolski and Jill Tachtiris (DeMotte) wrote the Circulating CD ROM procedures for the system this month.

Ron McAtee, KVHS Media Specialist, was given the library's old copies of Books In Print and Martindale & Hubbell law directories as well as a large variety of other items which Wheatfield has replaced with newer editions. It is one way we work together with the schools.

Diana made arrangements with our True Green worker who fertilizes the library's lawns to do landscaping repairs at Wheatfield. He is trained in this and will complete the work on weekends.

Diana had the loose gutter repaired and had work done on a water leak in the SE corner of the building. After it's repair, they will address repair to the plaster and wallpaper in that corner.

Technical Services: 630 items were processed in February, including the 45 new IVAN lease CD-ROMs which are now circulating in our libraries and approximately 45 lease audiocassettes also in circulation.

Yvonne and I have been working hard to get quotes for the network wiring, determine upgrade needs for present computer equipment to meet network specifications, and developing specifications for the network, in coordination with Think Tank consultants. She has been doing a great amount of research to determine what software will meet our needs in our new network.

Yvonne has begun to put new and revised procedures down on paper to help the next person in her position. A flatbed scanner came today and she spent most of the afternoon attaching it to a workstation and attempting to make it function properly. Now she must help staff learn to use it.

Please contact me if you are unable to attend the March board meeting or if you have any questions about material in your packet.

Lynn

Director's Report March 1997

Library Finances: Bids for a Cash Management System were put on a temporary hold. Bank One discovered that system does not *automatically* sweep unused funds into a Money Market Index Account as they had thought. This would make it impractical for our situation. They do not know when this problem will be resolved.

As a result, we have asked John Price and/or Dan Gick to speak to the board about Repurchase Agreements, an alternative we may wish to pursue in the meantime. This type of investment does not require the bid process. Vendor check supply is getting low and a decision needs to be made as soon as possible. If we enter into a repurchase agreement, our checking account number would remain the same and we would be able to get checks quickly.

We have spent 18% of the Operating Budget compared to 20% for the same period last year.

Advance Tax Draw: We need to request an advance on our property tax distribution immediately in order to receive funds in early May. You remember that we request this advance draw, not because we cannot function without them, but because they are *ours*, and we want the interest to accrue to us and not to the county.

Technology network project: Two vendors bid on the computer equipment we need for our networking project. The Board will need to award a contract for computer equipment to the lowest and best bidder. I will have a recommendation ready for you at the Board meeting.

Wiring has been completed at Rensselaer and will be completed this week at DeMotte. Next week will be Wheatfield's turn. The Internet equipment is installed and ready to go. Later this week Think Tank will do the necessary work to connect the Tech Services staff and (I think) the workroom computer to the Internet. We cannot say for certain yet when we will have the Internet available to the public. Hopefully, this will occur by the end of April.

Library Activities: The Food for Fines Week was a great success, both for the library and for the county's food pantries. Wheatfield waived fines of 44 persons, a total of \$619.83 in accrued fines. They took 298 usable food items to the Food Pantry. DeMotte waived fines for 53 persons, a total of \$862.90. Rensselaer waived fines of 263 persons, a total of \$2,001.43 in fines, and took a huge number of items to the food pantry. A good number of long overdue items were returned.

We finally obtained the necessary chemicals to feed the DeMotte and Rensselaer chemical shot feeders to the heating water system. Jack did the Rensselaer feeding; Leanne valiantly fed the DeMotte feeder. This week a technician will come to check the water after the chemicals have had a chance to do their work.

Staff Training: A task force under the leadership of Leanne York, DeMotte Librarian, is working on a revision of the current *staff training schedule*. They have solicited information from area libraries and had several intensive meetings.

Leanne attended a workshop on "*Thinking Outside the Lines*" which noted that our accomplishments are often limited by the way we think and gave pointers for thinking in new, more productive ways.

Staff from each library attended a *book mending workshop*. Diana notes a change in the professional quality of mending efforts since. New equipment and supplies are being ordered to aid in this effort.

Diana attended an *Advanced Introduction to Microcomputers* workshop sponsored by INCOLSA at the Lake County Public Library. Most of our librarians and all of our children's specialists attended the *Media Minds* meeting to discuss problems relevant to both the public library and the school libraries in Jasper County. A good bit of the discussion this time hinged on computer networking and other technology issues.

Diana gained insights into supervisory principles while listening to the tape version of a "*Leadership Skills for Women*" seminar offered by CareerTrack. Peggy and Julie, in Technical Services, attended the *Soaring to Excellence* satellite program which focused on the work of Technical Services. We will make time for public service staff to watch the tape of this program which helps to demystify a lesser-understood part of the library's operations.

Glenda gave a *genealogy tour* and workshop to Rensselaer staff and to two interested staff from DeMotte.

Michelle, Sharon and I viewed a satellite program on *Dancing With Change*.

Workshop Approval: Carol Yeoman and Yvonne Beever wish to attend a workshop on developing web pages, put on by the Indiana Online Users Group at the IU-PUI Library. Cost is \$18 per person.

Director's Activities: A good bit of my time involved the technology planning, bidding, etc. I also took time to reflect on last year's efforts, updating the progress report on the Long Range Plan (R 27-R 32) and providing staff with statistics about their collections and circulation to help them plan their collection development and service plans for this year.

As you look at the monthly statistics, you will see that the Monthly Report (R4) has a new look. I wanted the report to show the hours staff has spent on the services they provide. The shaded columns show hours spent, while the white columns show raw numbers of various kinds of transactions during the month.

You may also notice a new category on the Circulation Report (R3): CD ROM software. That shows circulation of our new lease CD ROMs. They are popular. Remember that we have only 15 at each library (except that Wheatfield has one more which they have purchased.) Our libraries have funds to purchase more CD ROMs, but are waiting to determine the most popular kinds.

NILBA Dinner: I am sending the publicity about the NILBA dinner in case you did not receive it at home. This program should be very interesting as Lake County demonstrates how their Internet access has connected them to their community net and Access Indiana. We will surely be moving in that direction once we get our network in place. I must know by Board meeting if you wish to attend. Please check your calendars.

DeMotte The leaking actuator (March 8, March 28) in the Children's Specialist's office was again repaired. A children's room computer lost its hard drive this month.

A rough draft of the oral history manuscript has finally been sent to Marlene Beedle at DeMotte for proofreading. When this manuscript is completed and bound in book format, the oral history project will be completed. At that time, a program or programs will be offered to the public focused on the oral history project.

Leanne gave a book review of There's a Country in My Cellar at this month's Brown Bag Lunch program with over 20 persons in attendance.

Rensselaer: The broken metal post near the trash dumpster was welded back on its foundation and the bill sent to Brian Wyncoop who accidentally broke it off while plowing snow this winter. Roof leaks were fixed by Birge Roofing. Hot water was restored to the library's faucets by Steve Martz. The pay phone was installed in the lobby. Fase's again came out and reprogrammed a satellite into our satellite receiver. On two occasions, programs have had to be cancelled at the last minute when we discovered that the satellite had somehow been wiped out of our receiver.

The Friends made \$230 on the March booksale. The Winter Reading Program ended and prizes were awarded. Staff was disappointed that the program attracted fewer participants than last year. A lot of work was involved in setting up the program. Participants included 60 children, 6 young adults, and 16 adults. Thirty-one were males; 51 were females.

The staff is experimenting with its new scanner. A magazine rack was ordered with staff donations, in memory of Bonnie Powell. It will be placed in the Young Adult Room.

Wheatfield Library: Wheatfield had its upholstered furniture professionally cleaned for the first time. DeMotte had a few items cleaned.

The roof leak is (hopefully) fixed. Staff is watching for indications of further problems before tending to the repair of the plaster and wallpaper in that spot.

Technical Services: Staff processed 760 items this month and mailed out 511 overdue notices. Yvonne had time to do original cataloging for only 3 books and 8 AV items. Technology concerns took most of her time this month. In addition to everything else, the new scanner was installed and Yvonne took time to teach several persons how to use this new technology.

Good Friday was Carol Yeoman's first day back on the job. We had to order a new computer, desk, chair and telephone for her, since she is not taking over another person's work area. We hope they come soon! Yvonne is bringing her up-to-date on the Galaxy system, the network plans, etc.

Please contact me if you are unable to attend the April board meeting or if you have any questions about material in your packet.

A handwritten signature in cursive script, appearing to read 'Lynn', written in dark ink.

Lynn

Director's Report April 1997

Library Finances: We are moving our main checking account from Bank One to Peoples State Bank to take advantage of provisions of their repurchase agreement. We requested bids from five local banks for a repurchase agreement. Interest rates quoted ranged from a high of 4.79% (Peoples State Bank) to a low of 3.4% (Bank One). Banks require that a certain balance be retained in the primary account at all times. On that balance, we will not earn the high interest rate. Required balances ranged from \$25,000 (Bank One) to \$33,000 (NBD and Peoples State Bank). Calculations showed that we would earn the highest return on our funds from Peoples State Bank, even though they require a \$33,000 balance.

In order to use all our remaining vendor and payroll Bank One checks, we will move to Peoples State Bank in steps over the next few months.

We need to transfer the \$55,000 in 3.94 in our operating budget (Transfer to LIRF) to ~~4.4~~ 4.4 (Equipment) in order to pay the bills for our network equipment. The board originally authorized the use of \$43,000 from LIRF for the Technology Project, then later added authorization to spend an additional \$15,000. We will pay most of this from the money we set aside to add to LIRF this year, rather than taking the money from the actual LIRF. The Board will need to *authorize this transfer* at the board meeting.

Library Activities: This month we tallied our success at *filling reference questions* (not just counting the number of reference questions we received. We did this by doing a week long tally at each library. Last year we answered 68.5% of the questions asked. This year we answered 77.1% of the questions asked. That's quite an improvement!

Of the remaining questions, 148 or 18.6% were *redirected*, which means that we intralibrary-loaned material for the person, reserved books for them, interlibrary-loaned material for them or referred them to another agency for the answer (only in 16 cases). In only 4% of the cases (34) were we unable to meet the person's request at all. Last year, we redirected 22.6% of the questions. We were unable to meet 8.8% of the questions.

When the *Internet* becomes available to the public, we will begin Internet training classes for the public. At present, staff are brushing up on their own skills, in order to be ready for the public. Diana, Michelle, Glenda and Leanne are working on details for the public training sessions and have written an excellent beginner's manual to aid in the training effort.

Kris Mays has started contacting agencies to promote the walking books program. She and Cookie are discussing the possibility of setting up a library booth at the county fair to advertise this service and other library services.

Each library had money in its budget for the purchase of *computers* for the librarian and children's specialist, as well as for other areas of the library. These computers have been delivered and are in process of being made operational. This is a very exciting moment for staff who had to fight with each other for time at the computers in workrooms.

Staff Training: A number of staff attended the Indiana Library Federation conference last week. I attended an all day building maintenance workshop at which I received useful information, particularly about long range planning for building maintenance.

In other workshops during the month, Charlotte received training in time management, and I attended an excellent workshop on supervising offsite employees. Michelle and Yvonne attended a workshop on web pages.

Children's/Youth Activities: Preparations for the summer reading club took considerable time this month as staff shopped for prizes and designed the reading booklet. Rensselaer held storytimes, while Wheatfield and DeMotte held toddler times. The three children's specialists attended both a KV Reading Council meeting in DeMotte and a Children's Counterparts meeting in Valparaiso. At Counterparts meetings, children's staff from the various libraries in northwest Indiana meet to exchange ideas and share solutions to problems. They usually come back excited by the wonderful ideas they have collected. Counterparts groups also exist for circulation staff, reference staff and now technical services librarians. These are very beneficial and I try to encourage staff to attend when possible.

NILBA Dinner Report: Anne Marie, Barbara and, I believe, Mary Linda, attended the NILBA dinner and saw how the Internet enables a Community Net to serve the community. I hope they will be able to comment on what they saw.

DeMotte At both DeMotte and Rensselaer, chemical shot feeders were "fed" and the results of the feeding checked by Chem Tech company during April. Both systems are now in good health and should not need further chemicals unless we have major leaks in our heating system.

Leanne has supervised a number of building maintenance projects this month, including the repair of a glider rocker, yard clean up by two scout troops, painting of exterior handrails and testing of the sprinkler system in the book drop. This last item was also done at the other libraries. Upcoming maintenance projects include the replacing of the concrete pad outside the children's emergency exit where water continues to seep back into the building and fixing holes in the wall and cracks in the second floor ceiling.

The DeMotte Friends of the Library hosted a Patron Appreciation Day on April 17th, serving refreshments and allowing patrons to draw for canvas bookbags. They also donated money for prizes for a National Library Week trivia contest. Unfortunately, only 4 patrons took part in the contest!

Rensselaer: This month, Children's Specialist Jackie Reagan passed the last two certification exams and now has a temporary Librarian V certification. When she has completed her second year of employment, she will have a permanent Librarian V certification. Staff decorated her office with balloons to celebrate her accomplishment and her move up into a Youth Services Librarian position.

Rensselaer staff interfiled nonfiction videos in with nonfiction books this month. They will watch circulation to determine if the move increases circulation of these videos.

Now that Gail's office must sometimes accommodate two people, a better space arrangement has become necessary. With much ingenuity, Gail found a way to shift furniture and find the added workspace at relatively small cost.

Wheatfield Library: Wheatfield was happy, during this month of renewed interest in gardening, to have eight more plant and landscaping books to loan, thanks to the generosity of the KV Garden Club. The library received a very complimentary letter from a patron for whom Diane went the extra mile. I will have copies of that letter for you at the board meeting.

I hope you will note that all libraries showed increased circulation this month over April 1996, with Wheatfield showing the largest increase: 16.9%. Overall, circulation increased 9% this month over April 1996, which finally allows us to show a January-to-date increase of 1% over last year. Circulation was down in the first months of the year.

In the area of maintenance, DeYoung's installed a new thermostat in the adult stack area and will be replacing a faulty door on a furnace. The tiny typewriter room is presently being converted into a new computer room. This involves replacing the present countertop with one that will hold the necessary computer equipment. Diana is also ordering more shelves for the children's area and rearranging space to make room for computers, etc.

Please contact me if you are unable to attend the May board meeting or if you have any questions about material in your packet.

Lynn

Director's Report May 1997

Library Finances: Our repurchase agreements began May 12. We have earned about \$260 for the month. Our average interest in the past has been about \$220 per month. It appears that the repurchase agreements will be beneficial. We received our CAGIT money in May. We have two CD's which will mature in June. We will be reinvesting some of this money, especially since we will receive our first property tax draw of the year in June.

We have received all the money awarded to us in technology grants .

Technology Project: The network installation goes on, but not without setbacks.

Yvonne Beever, former Technical Services Librarian/Systems Coordinator, left this weekend for her new life in Texas. We have been preparing for that for some time. Unfortunately, Carol Yeoman, our new Systems Administrator, resigned two weeks ago, stating that the job was too stressful for her to handle and required more background than she feels she can acquire in a reasonable amount of time. The day before Carol resigned, Michelle Heeke, Headquarters Librarian, cut a tendon in her ankle and has been recuperating at home from subsequent surgery. It has been a stressful time for me and for the staff.

Persons applying for the Systems Administrator job have included several with good qualifications. Think Tank is helping out by talking to applicants who are here when they are, assessing the extent of the applicant's knowledge. I have contracted with Ron McAtee, Media Specialist at KV High School, to act as temporary systems administrator this summer until we can obtain and train a permanent replacement. Ron has a good bit of computer and networking expertise. The staff was relieved to hear that he would be helping out.

I am also interviewing for the Technical Services Librarian position. We will get these positions filled with good people and be on our way soon!

Michelle was gone, but the staff bravely elected to open the *public Internet workstations* anyway, so that they could be functioning a few days before Yvonne left. There were, and still are, bugs to work out. The workstations are busy, however. We have found young people in chat rooms, and ordered them out. It's a learning experience! Michelle's staff is doing a great job of rescheduling to provide sufficient staff for public service and carrying on in her absence.

Diana and Leanne wrote a nice set of computer guidelines to benefit patrons using the various workstations in our libraries. I will have copies at the board meeting.

Yvonne and Carol installed the new staff computers at DeMotte and Wheatfield. Jill assisted in loading programs at DeMotte. There are odds and ends still to be done at Rensselaer to get staff e-mail addresses working for our Internet server and to make various software and cd-roms available at staff workstations. A lot of that work can be done by Ron and our own staff. Julie is learning how to do some of this.

We are now waiting for the 56kps connection to be installed by Sprint in a couple weeks. We are purchasing our routing equipment from them and having them install that equipment at Think Tank's suggestion. Labor costs will be less because Sprint is the expert at that job. At that point, the three libraries will be connected. We are also waiting for Gaylord to send and install our new Alphaserver. We understand this will happen before the end of June. My main concern is the number of labor hours it is taking for Think Tank to set up this project. They did not prepare us for this possibility. I hope that Ron will be able to speed the process.

Building problems: Actuators and associated valve stems have been replaced at DeMotte and are being replaced at Rensselaer. Precision Controls is advising us to add filters to our heating systems to prevent the scoring of valve stems that they are seeing. The attached letter will explain. I believe we should take this action.

Library Activities:

Before the emergencies arose, I had time to work a little more on the Fixed Assets Inventory which the State Board of Accounts asked us to have completed by December 1996. My understanding is that we will get a slap on the hand if it is not done when they come to audit our books. I would prefer to have it completed, but it may not be possible. We are due for an audit this fall.

Staff Training: Leanne and I attended a Windows 95 workshop at INCOLSA. It was helpful. Several others on our staff are attending the same workshop this week. Amber has enrolled in a Windows 95 course at Ivy Tech to learn the operating system in depth.

Children's/Youth Activities: Children's Services Specialists and Youth Services Librarian visited with each class in the elementary schools as well as with day care and preschool classes to advertise our summer reading club and story hours. This takes a lot of time but is well worth it because it builds excitement, encouraging children to participate.

Programs at Rensselaer this year include another Reptile program offered by Pat Day, ventriloquist Beth Sutton, Pinocchio done by Stevens Puppets, a magician, and a Native American speaker.

Wheatfield will offer the reptile program and Pinocchio, as well as a second puppet show.

DeMotte will host the Book Woman (a fantastic program aimed at introducing children to books to meet their individual interests), a program on swimming safety, a puppet show, a Native American storyteller, and another program to be announced, as well as their closing party.

Summer programming is a project in which most staff have a behind-the-scenes part. Leanne at DeMotte put it most graphically as she explained:

"All staff were involved in helping prepare for the "Beat the Heat" summer reading program and/or summer storytimes. Charlotte was involved in planning the children's summer reading and summer storytimes; Renee was responsible for the publicity. Cookie was prepared for the young adult summer reading program. Marlene created posters for both programs. Jill helped Charlotte and Cookie with computer graphics. Rachael laminated and cut out name tags for storytime. I prepared for the adult summer reading program. So needless to say everyone got in on the action (and excitement)!"

You will notice this summer the brightly colored "Beat the Heat" tee shirts that most of the staff have purchased to wear on program days.

Budget Workshop: Anne Marie, Gail, Lisa Rusher and I attended this annual workshop by two-way interactive videoconference. It worked out great and we had to travel no farther than Merrillville! The biggest change announced is a change in the budget calendar. The last date to adopt the budget (after the advertisements and the hearing) is now September 20 (one week later).

This means we *could* wait to advertise the budget until after our August 11 board meeting, have the hearing at the special August 25 board meeting, and adopt the budget at our regular September 8 board meeting. If we did this, we would be writing a budget based on firmer figures from the auditor's office (something we've always had to estimate in the past, since we have done the budget in July). We would also have a little more time to prepare the budget.

However, if we advertised the budget after the July 7 board meeting, we could eliminate the special August 25 board meeting, having our hearing at the August meeting and the budget adoption at the September meeting. We would not have firm figures on which to estimate our tax rate and tax levy but we have not had them in the past either.

To prepare the budget for consideration at the July board meeting, I will need to have the budget ready to submit to the budget committee by June 19, which I can do. The budget committee will have to meet between Friday, June 20 and Saturday, June 28. Whether that is possible is up to the committee (Wil, Anne-Marie, Pat). I will then be able to get the proposed budget to the board with their packet which is mailed July 1. There is one figure (the maximum allowable tax levy) which we *must* have before we advertise. If it is not available in time for our July meeting, we will have to delay the budget process until our August board meeting.

You will want to discuss this, but I recommend that we try to have the budget ready for the July 7 board meeting unless the budget committee wants additional meeting time.

Internet Acceptable Use Policy: I goofed. As we have talked about Internet use, we have always agreed that patrons would not be allowed to access e-mail or newsgroups, usegroups, or chat rooms on the library workstations. I neglected to put that statement into the policy. It came up when staff tried to point out to patrons that this was not an acceptable use of the workstation. Because the board had discussed this and agreed, as did staff, that this would not be allowable, I took the liberty of adding a statement to this effect to the Internet Policy which is posted at each workstation. At the Board meeting, I will ask you to approve that added statement. (See R21)

Rensselaer Library: Intermediate sign language courses continued through May. Several satellite programs for probation officials were highly rated by the attendants.

Wheatfield Library: An herbalist proved quite popular at a recent program for adults. Ronald McDonald excited both kids and their parents at a children's program. Wheatfield outshone everyone with their 24% increase in circulation over May 1996. Last month their circulation was also up considerably.

Please contact me if you are unable to attend the June board meeting or if you have any questions about material in your packet.

Lynn

Director's Report June 1997

Library Finances: We received 53% of our property tax revenues this month. This *could* be an indication that we will receive more than 100% of our expected property tax income this year. We redeemed some CD's and reinvested some this month, earning \$8,137 interest.

Technology Project: Michelle reports that there have been no real problems with the public Internet access. You may notice on the circulation report that it was used 63 times in June. It will become available to the public at the other libraries in July.

At Rensselaer, the CD ROM workstations now have all available networked software loaded and ready to use. Michelle reports that the staff seem to be coping very well with the constant changes that the network is causing and the occasional glitches. Having Ron McAtee at our disposal to troubleshoot problems has been wonderful.

Sprint has now begun the work of connecting the three libraries. All work should be done by the end of July. You will note in the salary ordinance that we were successful, on our second try, in hiring Sheila Maxwell to manage our technology. She will begin work July 21, and Ron will still be here to introduce her to our system.

One additional obstacle to project completion surfaced. We planned to have the automated catalog (Galaxy) available at all the CD ROM workstations and most pc's in librarians' and youth specialists' offices. We thought it was all worked out with Gaylord. As we ordered the last components of the system, Gaylord suddenly realized that we could not do what we wanted without different software. This would cost us about \$6,000 extra. Before we go ahead with this, I need to know two things: first, does the staff feel the new software would benefit patrons and help staff; second, does the board want to put the extra money into the product. The alternative is that staff who select materials would still not be able to do selection in their offices as they hoped and we could not expand the number of terminals available to patrons. If the board is willing for us to make the change, I will schedule a day for staff to visit another library in the state that uses the new software, so they can see how effectively it operates.

Building problems: All valve stem and actuator work is now complete at both DeMotte and Rensselaer. Precision Controls worked with our electronic controls, attempting to return settings to their design positions to see if all the adjustments over the years have led to some of our problems.

Unfortunately, the day after this work was completed at Rensselaer, the air conditioning went out. They have not yet found a solution that will allow it to automatically come on in the morning. They have, however, shown us how to start it manually. Their service manager came to help analyze the problem. I feel he is quite experienced and knowledgeable. I am attaching a letter

from him. The letter quotes a price for making some immediate changes. Before the board meeting, I hope to get a cost estimate for the other changes proposed.

Within the next week, Precision plans to get the Carrier representative down to look at the installation. In reading the notes I have kept about repair work over the years, they noted that Carrier had never been brought into the discussion. They have temporarily set the air conditioner to work continuously, rather than shutting down at night, in order to try to eliminate the start-up problem.

Within the past 2 weeks, the Rensselaer gas company expressed concern that we are using far more gas in the summer than other buildings of our size, and NIPSCO expressed concern that the DeMotte Library is using far more electricity than buildings of its size. We will be investigating this.

Two years ago, when we had the compressor problems, we spoke of installing a small air conditioner in the wall of the Rensselaer computer room. Doing so would allow us to leave Galaxy up and running even when the air conditioning is not working at Rensselaer. At present, when the computer room reaches 90 degrees, we have to shut down all equipment, which inconveniences patrons at all three libraries. Jack has agreed to do the work once we purchase the air conditioner. The unit itself would cost approximately \$525-\$600. I will be talking with Jack about the cost of the project.

Precision began readjusting DeMotte settings on Wednesday, June 25. DeMotte has also had some air conditioning problems since, but a switch was found to be defective.

DeMotte had a ceiling leak during a heavy rain. It appears that the flat, enclosed area near the skylight could not drain quickly enough and water collected to a depth that allowed it to overflow into a vent pipe which opened into the library ceiling. That vent pipe has now been extended. We are investigating the feasibility of adding an additional drain.

Wheatfield's meeting room air conditioner was repaired and freon added to it. Hamstra Builders adjusted and weatherstripped the front doors, eliminating a problem of long duration.

Library Activities: The Wheatfield meeting room was the scene of a "media event" as newspaper journalists, radio personnel and TV reporters and camera crews gathered for the announcement of Georgia-Pacific's new gypsum plant to be built near NIPSCO.

Summer reading club has started and the activity level is high in all our libraries. DeMotte had a record-breaking circulation of over 1400 items on the first day of their summer reading club. Luckily, they have a well-established volunteer program to give assistance. At Wheatfield, where programs are not offered weekly, children still come in each week to get coupons for free cones, etc. At Rensselaer, attendance is also good. Jackie is using YA volunteers to help her out this year and greatly enjoys working with them.

Michelle offered her first Business for Breakfast program (on crutches), showing 4 persons what is available on CD ROM at the library. She did a fine job.

Leanne and Michelle, our planning committee for staff training, have developed a tentative schedule of monthly mini-workshops for staff, based on staff need and interest. We also purchased a set of video tapes on Microsoft Office software so that we can begin to train ourselves on the new software installed on our computers.

The Marketing Committee is working to develop ways in which we can become more visible to more people in our communities. They are working on plans for a booth at the DeMotte Arts and Crafts Festival, Little Cousin Jasper, and possibly at the trade fair that is held at St. Joseph's College. Next year, they also plan to have a booth at the county fair. They will approach a local business to get funding for the imprinted balloons and bags they plan to distribute from the booth.

Public Employees Retirement Fund: When we joined PERF, we were asked for a list of the positions (job titles) which would be covered by PERF. Only staff in those positions are eligible to be enrolled in PERF. Now that we have separated the job of Technical Services Librarian/System Administrator into two positions, it is necessary to ask PERF to change the job titles and cover both titles under our PERF agreement. I will have the appropriate paperwork for you to sign.

Staff: With Yvonne gone and no immediate prospects of filling the Technical Services Librarian's position, ordering responsibilities have fallen on Peggy, who's doing a great job. Julie also has more responsibility for technology problems in the absence of a fulltime system administrator. DeMotte staff have come down on several occasions to help them out in processing materials.

We have a student in the job training program from KV Workforce Development who is working at the Rensselaer Library 32 hours per week until school starts. Her paychecks come from KV Workforce Development. This is very convenient for us, since one of our pages took a 2 month leave in order to work a summer job that could give her more hours. Replacing her with the KV Workforce Development person allows us to guarantee that our page could have her job back at the end of the summer.

Wheatfield Building: It is no secret to anyone that Wheatfield is experiencing serious space problems. I have written letters to the School Board the past two years expressing interest in the parking lot behind the library. At our Budget Committee meeting, we discussed the recent reports about school enrollment growth, portable classrooms, and the need for a new school. It was suggested that this might be a good time for a board member and I to visit informally with the KV School Superintendent to see if something could be worked out. I would like to do this within the next 2 months.

NILBA Dinner: We need to have your reservations for the NILBA dinner by July 21. If you know now whether you will be able to attend, please let us know at the board meeting. Finding new funding for libraries is the topic of Sara Laughlin's talk. It should be informative and useful.

I will be leaving on vacation Thursday afternoon, July 10, and will return Monday, July 28.

Please contact me if you are unable to attend the July board meeting or if you have any questions about material in your packet.

Lynn

Director's Report July 1997

Library Finances: Our financial accounting program was moved to Gail's new pentium computer this month to accommodate the new windows version of Silicon Office due to be installed later this year. The windows version, while requiring a more powerful computer, will make the system easier to maintain and allow information in the accounting program to be transferred directly into other reports.

Gail reports that we have earned \$1300 in interest since establishing our repurchase agreement with Peoples State Bank two and a half months ago. This is almost double what our money would have earned in a regular interest bearing checking account.

While we have spent slightly more of our budget than last year at this time, we are still looking good. Fifty-one percent of our anticipated receipts have been posted.

Budget Hearing: The August board meeting is the scheduled budget hearing at which the Board will hear any taxpayers wishing to state their opinions. If there are no such persons present, that should be officially noted for the minutes. This year, for the first time, 10 or more taxpayers may file an "objection petition" with the library board within 7 days after the hearing. The board must then, at their budget adoption meeting in September, address (answer or explain their own reasoning) the issues raised in the petition. After so doing, the board can then adopt the budget.

We have not received many of the figures yet concerning projected receipts to fund our 1998 budget, but what we have received indicates this budget will be well within our funding ability.

Technology Project: The Internet is now available for the public at both Rensselaer and Wheatfield. DeMotte is not connected to the wide area network at this time because NITCO has not done their part of the work to facilitate the Sprint connection. Hopefully, this will happen in the next week or two. Thus far, we have convinced Sprint that we should not pay for the new connections since we cannot fully use them (we still need our WORLDCOM phone line at \$651 per month to connect our Galaxy terminals between DeMotte and Rensselaer and our old Sprint line at \$220 per month to connect Wheatfield and Rensselaer until we are able to move everything to the new Sprint connection). We certainly do not want to pay the new \$770 monthly Sprint charge in addition to the above.

And, speaking of WorldCom, the DeMotte data line (for connection to Galaxy) was mistakenly disconnected by WorldCom on July 31. As of August 5, it is still disconnected. This means that DeMotte has no "card" catalog, they cannot reserve or renew books, they cannot collect fines or check-in new magazines so they can be put on the shelves, and books must be checked out and in

on one laptop computer which must be taken to Wheatfield and downloaded each day. This is only the tip of the iceberg in the problems this causes at DeMotte. I will explain the situation and, I hope, the solution at the board meeting.

Michelle held her first 8 AM Internet training class. Each library will be holding classes once the Internet is available for their patrons.

We will visit the Lawrenceburg Public Library on August 15 to look at the Graphical Galaxy product. If any board member wishes to go with us, please let me know.

Building problems: Rensselaer's air conditioning is working after 4 days of repair work during which staff worked from 7 AM to 1 PM. It was discovered during the repairs that "orifices" were installed in the original piping which were appropriate for a 24 ton unit. We have a 50 ton unit. The manufacturer was consulted and agreed that the wrong size was installed. Technicians feel this put a serious strain on the compressors and could well be the cause of all our air conditioning problems over the years. The orifices were replaced. I will wait until we receive the bill for the repair work before bringing recommendations to you on whether or not we should take action against any parties on this issue.

DeMotte has had a coil burn out on their air handler contactor twice in the last month, each time after the electricity went out during a storm. Precision Controls will advise us on the best way to protect this machinery. DeMotte also has had a coil go bad on the heating pump, a bad motor on the hot water pump, and a leak in the discharge pipe of Compressor #1 this month. Leanne is also working with Countryside Landscaping to solve the problem of the path going down the hill next to the steps at the front of the library.

Wheatfield has elected to hire Walstra's Fine Cut to mow and trim the lawn. In the past we have hired someone to use the library's lawnmower and weedeater, but the lawnmower is on its last legs, and Diana feels it would be more economical to get out of the lawn equipment business and outsource the work as Rensselaer and DeMotte do. At board meeting, I will ask for your permission to sell the weedeater and lawnmower through an informal silent auction.

Library Activities:

Summer reading club programs had higher attendance this year than last at both Wheatfield and Rensselaer. DeMotte's attendance was down considerably, but DeMotte still has about twice the attendance of Rensselaer and their circulation of children's materials was about 400 items higher this year than last year. Staff feel that as other activities for children increase, attendance at library programs is decreasing. Circulation of children's materials was also up this year at Wheatfield, but stayed almost the same at Rensselaer. Staff noted that we had consistently higher attendance at the programs for which we paid the performers.

DeMotte had a library booth at the Community Medical Services' Creative Aging Fair on July 17. The booth contained examples of the wide variety of materials available at the library and offered book bags to visitors.

Staff issues: Leanne and Michelle developed a series of monthly mini-workshops for staff, based on staff need and interest. A copy is included in your packet.

We are still looking for the right person for the Technical Services Librarian position. Cathy Salyers began working August 5 for 20 hours per week to help us decrease our cataloging backlog.

Our vacation out west was wonderful. Duane had to drag me back screaming to the humid midwest.

Please contact me if you are unable to attend the August board meeting or if you have any questions about material in your packet. I hope we can get back to our board meetings with full board in attendance.

Lynn

Director's Report August 1997

Budget Adoption: We have received no "petitions" against our budget. Therefore, at the September board meeting you will vote on the adoption of the budget, noting that it has been properly advertised and has been unopposed.

Technology Project: The installation of the new network involves a good deal of trial and error and adjustments. Correcting one problem may cause another. It has been frustrating at times. Much patience has been exhibited on the part of the installers and the library staff, too. Having Sheila here to quickly remedy problems has been wonderful.

The Internet is now available for the public at both Rensselaer and Wheatfield. DeMotte is now connected to the wide area network (WAN) and equipment is being configured to allow them use of the Internet and the network. As soon as the WAN is working smoothly, we will switch Galaxy to the new Alphaserver and have the *old* data line disconnected permanently.

We have not had a Management Meeting since staff visited the Lawrenceburg Public Library to view Graphical Galaxy. However, those who went seem to agree that at this stage in Graphical Galaxy's development the OPAC module is excellent, but the Circulation Module has too many bugs to try to use in the workroom or at the Circulation Desk.

It COULD be purchased now and used only on the new computers in librarians' and youth services' offices. However, in December several staff will be attending a workshop looking at the issues involved in determining whether to upgrade a present system, or change to a new system. While we have no reason to think we should change, it is a possibility. That being the case, I think staff will opt for waiting until after that meeting to decide whether to pay \$6,800 to upgrade the present Galaxy system. (This December workshop was originally scheduled for September. Had it occurred then, we could make our decision now.)

School/Library Issues: The new school year has begun. Today we had our first, very enjoyable, weekly visit from Mrs. Mangas' well-behaved kindergarten class at St. Augustine School. The staff is truly eager to serve the needs of the children and the teachers. But with the good comes the bad. We have already had one teacher check out 14 books by one author on a 6 week loan, then ask to renew them when the 6 weeks is up for an additional 3 weeks. Our procedures do not allow renewal of 6 week loan items. She became very unpleasant.

Two classes of second and third graders wanted to come to the library together every week. When they were told that we do not have sufficient staff to meet the needs of 35 children at one time every Friday, they became angry and said we couldn't stop them since this is a public library. We had the same discussion with them last year, but a brief discussion with their principal rectified the

situation. One of the teachers was later heard vilifying our Children's Librarian who is simply trying to do as much to meet the needs of their children as she can within our staffing limitations.

When we described the situation on an Internet discussion group, we received many suggestions from librarians who had experienced the same problems. Creating a policy for group visits was suggested by many. I wish this policy were ready in time to send it with this packet. It is not. We will have the policy ready for the Policy Committee to examine later in September, so that the Board can approve the policy at their October meeting.

Building problems: Rensselaer's air conditioning problems seem to be solved. Below is the total cost to us of solving the problem. Do you feel this warrants trying to convince someone (a court?) that either the design engineers or the contractor erred in allowing orifices to be installed in the air handler which were too small for the size unit we have? Precision Controls seems to believe that this would have been enough of a mistake to have caused all the air conditioning problems we have had since 1995. I do not have that in writing and don't know if they would put it in writing if we requested. Is it worth going to court over this? Is there any other action you feel we should take?

Rensselaer Library Air Conditioning Problem		
Invoice Date	Amount	Company
4/6/95	\$243.50	Rohan Trane
4/10/95	\$339.50	Rohan Trane
5/19/95	\$1,159.82	Rohan Trane
5/24/95	\$224.00	Rohan Trane
7/19/95	\$459.61	Rohan Trane
8/18/95	\$517.00	Precision Controls
11/4/95	\$459.61	Rohan Trane
12/4/95	\$2,868.28	Rohan Trane
4/19/96	\$143.75	Rohan Trane
8/12/97	\$5,065.00	Precision Controls
8/20/97	\$2,839.50	Precision Controls
8/20/97	\$1,025.00	Precision Controls
Total	\$15,344.57	

Rensselaer: A patron stumbled on the front sidewalk and fell into a ground-mounted light fixture which shines on the lettering on the building, breaking off the fixture. She was evidently well-bruised. We have submitted her bill from St. Anthony's emergency room to our insurance company.

DeMotte: DeMotte's computer connection (dataline) to Rensselaer was out of service from August 8 to August 19. It was an *extremely* trying time for staff and patrons both. In the midst of that was the Arts and Crafts Festival in which staff are involved in many different ways.

Wheatfield: The Internet is now available to the public and is being well used.

Library Activities: Traditionally, we have scheduled no programs in August except for DeMotte's Arts and Crafts Festival. This year Wheatfield offered a free blood pressure screening, done by House Call-Home Health. Rensselaer had story times, Internet training sessions, a Business for Breakfast program on investment aids in the library, and Lisa had her usual weekly adult CDC group in for a storytime and craft. Incidentally, Michelle has not received any requests for an evening Internet training session.

Staff issues: I have hired Sarah McKee as Technical Services Librarian. She will begin work November 3 at the latest, unless she is able to find a house in the Rensselaer area and finish the remodelling of the house she is presently living in sooner than that.

Sarah worked as a paraprofessional, then professional cataloger at I.U. from 1987-1994, then at the University of Florida for 1 1/2 years until July 1996. Her cataloging skills were described by one of her references as "world class". She has also worked in cataloging and reference at the Monroe County Public Library and the Bloomfield-Eastern Greene County Public Library on a part-time, sometimes volunteer, basis.

Before that, because of her very strong Spanish language skills and her specialization in Latin American studies, she worked in various agencies where those skills were needed.

She has a strong desire to return to the midwest where she was raised and to live in a small town or rural area and work in a public library rather than a university setting. We are eagerly looking forward to her arrival and feel she will be able to make a great contribution to our staff. We are considering applying for a Library of Congress/Ameritech grant which would help us get the General Milroy documents onto the Internet where they would be accessible to researchers around the world. She is investigating the requirements of the grant now to help us determine if it is feasible for us to pursue.

Michelle attended an INCOLSA workshop on investment resources. Her Business for Breakfast series ended this month. Attendance was small, but her presentations were well-received by those who attended. We hope that those attending will spread the word about the library's business resources to their friends and co-workers.

Moving Expenses: This year we did not put any money for interviewing or moving expenses into our budget. I feel we should help Sarah with her moving expenses, if possible, since she will be moving an entire house of furniture from Iowa to Indiana. I would like permission to move \$500 from 3.26 (Networking Expenses) to 3.97 (Interviewing/Moving Expenses) for this purpose. We did not pay her travel expenses for her interview here, nor did we pay her hotel bill.

Please contact me if you are unable to attend the September board meeting or if you have any questions about material in your packet.

Lynn

Director's Report September 1997

Director's Evaluation: At 7 PM, the board will meet in executive session to discuss the proposed job evaluation which the Evaluation Committee has written based on your individual evaluations. Then, I hope, you will discuss the evaluation with me, and give me guidance in setting my direction for the coming year. Following the executive session, you will need to set my salary for 1998. I have requested \$43,056 which is the same dollar amount increase as other professional staff will be receiving.

Board positions: I am sorry to have to tell you that Pat O'Rourke has resigned from the Library Board. He unexpectedly sold his house sooner than planned, he is retiring and they are moving to Galena, Illinois, where they have owned a home for 10 years.

Technology Project: Our Galaxy automation system is now installed on the new Alphaserer. This was a huge hurdle to cross and some problems remain. In the end, we had to purchase Graphical Galaxy in order to make it work (\$6,000). This does not mean we will necessarily purchase the software to change the look of Galaxy (on a PC) to a graphical or Windows look (\$100 per PC). Much of the problem, I believe, was a result of major miscommunication between Gaylord and Think Tank. Were I to begin such a project again, I would do it very differently, but that is the value of hindsight.

The end result is

- the public has Internet access at all 3 libraries. DeMotte offered service starting on September 29. Statistics show that usage grows as the months go by. In the first full month of service, Rensselaer recorded 63 uses. In succeeding months it went to 80, 93, then 132. We have had no problems with misuse of the Internet thus far.
- Wheatfield and Rensselaer are connected to the cd-rom network. DeMotte's cd-rom server will go into use as soon as a replacement part is received.
- ALL networked PC's can now access Galaxy, the Internet and the cd-rom network. That was one of the surprises upon adding Graphical Galaxy, though not the *reason* for adding it.

School/Library Issues: The group visit policy has been useful. Jackie, Michelle and I attended a teacher's meeting at St. Augustine School. The ladies introduced the teachers to the policy, discussed the services we offer to classes, and allowed the one disgruntled teacher to vent her frustrations. We felt the meeting was very productive and the teachers supportive. Michelle conducted a library tour for new teachers attending the Chamber of Commerce's annual dinner in their honor. She was very pleased that several applied for library cards and came into the library the next day.

When Girl Scout leaders met in the library's meeting room, Jackie took the opportunity to introduce them to the Group Visit Policy and to discuss proper meeting room use. We sometimes have problems with troops who do not leave the meeting room in the condition in which they found it.

At Wheatfield, Christian Haven is bringing a class for 2 hours every week to do research and find leisure reading materials. GED students are also making use of library resources to help in their studies.

Building problems: Last month we determined that a letter should be sent to our architect and mechanical contractor asking them to "propose a combined settlement offer" to reimburse us for our expenses in resolving the air conditioning problem at Rensselaer. This letter was to be sent after receipt of a letter from Precision Controls, documenting their findings as to the cause of the problems. Today I received that letter and am enclosing a copy for you. Wednesday, I have an appointment with our attorney to discuss the Wheatfield Library property. At that time, I will show Kent a draft of the letter I propose to send to Kim Rothenberger (Ratio Architects) and Tom Heckman (Circle R Mechanical). I will send a letter later this week.

Occasionally, air conditioning does not come on when mornings are cool outside (but temperatures are warm inside.) This is very frustrating and is occurring at both DeMotte and Rensselaer.

DeMotte has been experiencing an air conditioning problem similar to Rensselaer's previous problem. Two technicians (including Precision's Service Department manager) spent one day trying to determine the cause of the problems. DeMotte is designed and installed differently from Rensselaer. They will send us estimates for recommended solutions this week. DeMotte has also had a problem twice when air conditioning coils burned up after a partial power outage. A simple change making 2 coils 120v coils instead of 208v as at present will solve this problem.

Rensselaer: We have a new page, Julia Hohn, working 15 hours per week for us, through the KV Workforce Development Job Training Program. The program fully pays her salary. Julia will be with us through the end of the school year.

Glenda was successful in acquiring a \$1,000 grant from the Jasper Foundation to purchase some old local newspapers on microfilm. She has also completed indexing the 1840, 1850 and 1870 Jasper County censuses.

Michelle has been very active on the INCOLSA Regional Continuing Education Committee, and has planned and created brochures for two programs which they will be sponsoring in December. She conducted a mini-workshop on Business CD-ROMs which was well-received by 11 staff members. Michelle also conducted two Internet Training classes in September, and has made an annotated listing of Web Sites for use by the job hunter.

DeMotte: Leanne and Marlene are preparing a mini-workshop for staff on Genealogy and Local History. Marlene has prepared a handout listing materials available in the Indiana Room.

Children's specialists/librarian at all three libraries have been busy with toddler times and class visits, as can be seen by examining the program statistics.

Wheatfield: The building exterior and the library grounds are getting a facelift. Bushes have been removed from the staff parking lot area and landscape timbers and stone have been installed. Fall pruning is completed. Bids are being taken on re-staining the exterior trim. Diana is attempting to get replacements for the thermopane windows which lost their seal.

Pat, Mary and I met with Dr. Bret Lewis, superintendent of the KV Schools. We discussed our need for land to expand the size of the Wheatfield Library. He explained the school's plans for expansion and their concern that they keep parking for overflow crowds on the site north of the Wheatfield Elementary School. He invited us to attend a school board meeting and make a proposal, showing that if the school gave us the land we need, there would still be adequate space for a parking lot at least as large as at the present. We have measured the existing space and feel this is very possible. I am talking with our attorney later this week (since his firm is also the KV School Board's attorney) to consider what approaches we might take with the school board. You will then be able to decide what your next step will be.

Continuing education: Gail, Lisa and I attended an AVC User's Group meeting at which the new Windows-based version of our financial accounting package was demonstrated. This version will be available later this fall. We do not plan to purchase it for 1998 use.

Amber and Patty attended an Advanced Introduction to Microcomputers class at INCOLSA. Glenda, Jill and Sandi attended an AV repair workshop after which Glenda was able to successfully dismantle, splice and repair a broken videotape!

I attended an Indiana Employment Practices Seminar which was very helpful. I will be sharing some ideas with the Policy Committee soon. I also attended an INCOLSA MAC(Members Advisory Council) meeting this month, an ISLAC (Indiana State Library Advisory Committee) Continuing Education Committee meeting, and a Northwest Indiana Directors' meeting. I have also become a member of the board of the Prairie Arts Council, in hopes that we can find ways for the library and the Council to work together for the benefit of the community.

Fixed asset inventory: Staff at all branches have been labeling furniture and equipment which I entered in our fixed asset inventory. Their next project, which has been completed at two branches, is to make a list of those items which I did *not* include. I will then enter those items into the inventory. I have worked on this project at intervals for the past year and one half. One time-consuming task is to assign estimated purchase prices to items purchased years ago. I feel we will soon reach the end of the retrospective work and will then create a procedure for systematically adding new items to the list and deleting items which are discarded.

Please contact me if you are unable to attend the October board meeting or if you have any questions about material in your packet. This is an important meeting. Wise planning for new board members and continuing board development is an important board responsibility and I hope all of you will be present to take part in this planning process.



Director's Report October 1997

Board vacancy update: Although we have not received official word from the KV School Board, it appears that Roger Walstra is the person they have selected to replace Wil on our board as of January 1, 1998.

We have forwarded two names to the County Council to fill Pat and Bob's positions: Jim Staton (director of the Jasper County Industrial Foundation) who lives in the house on the corner next to the DeMotte Library, and Davies Wakefield, CEO of Talbert Manufacturing of Rensselaer. We had asked Don Steiner, president of First of America Bank. Don accepted reluctantly after delaying his decision for two weeks, but said that when he retires in 2 years, he may wish to resign from the board. He was relieved to hear that someone else had enthusiastically expressed an interest to serve. Davies Wakefield is a heavy library user (referring to his reading habits, not his physical size) who has previously served on a hospital board. His previous board experience and his business orientation should be valuable to us. We will have to wait until at least November 18 to see if the County Council appoints the persons that we suggested.

Mary Ann Saylor has tentatively agreed to take Mary Linda's position in May, if appointed by the School Board.

Technology Project: We have two tasks remaining in our Technology Project. The first is to configure DeMotte's new fileserver so that their CD ROM databases are networked and to make configure fileserver at each library so that CD ROM databases which are to be networked *between* libraries are accessible to all. The second is to install e-mail for staff on our own Internet server. Hopefully, at least one of these tasks will be completed by the time of the board meeting. Meanwhile, money continues to seep from LIRF as we pay Think Tank labor charges for the technician working with Sheila on these problems. A third task involves the purchase of software to meter and monitor CD-ROM usage. This may be a low cost project, but we may delay it until January.

INSPIRE Project: Yesterday at the INCOLSA board meeting, the newly selected vendor to provide the online (on the Internet) databases for all residents of Indiana was announced. It is EBSCO, the vendor from which we presently purchase our full text magazine index. Presently we pay \$10,500 for an index to about 350 magazines, over 100 of which have full text of the articles indexed and for a source of periodicals, pamphlets and other medical information. The

EBSCO databases which will be available at a number of our workstations in each library, through INSPIRE, FREE of charge for at least 2 years, will include:

- ◆ an index to 1500 magazines, with the full text of 1000 of those
- ◆ Primary Search, an index to 100 journals, with full text of 25, as well as of pamphlets, and the Encyclopedia of Animals
- ◆ Business Source, an index of 550 business-related journals, with full text of 50 and coverage of 50 business newspapers, including the Wall Street Journal
- ◆ Health Source, an index of 200 journal titles, with 500 health-related pamphlets and 60 journal titles in full text
- ◆ A newspaper database
- ◆ ERIC, a database of educational materials
- ◆ Collier's Encyclopedia
- ◆ Funk & Wagnall's New Encyclopedia
- ◆ Comprehensive MEDLINE (I believe)

By summer, the INSPIRE databases will also be accessible through the Internet from any home or office computer also.

Building problems: Recently, we determined that a letter should be sent to our architect and mechanical contractor asking them to "propose a combined settlement offer" to reimburse us for our expenses in resolving the air conditioning problem at Rensselaer. I gave them a deadline of November 3. We received a polite letter from the contractor asking that they be given an extra 2 weeks to review their notes. I subsequently granted the request, with the consent of our attorney and Mary Linda.

Monthly statistics: We have changed the form somewhat as a result of astute questions from board members. Under "In-House-Use – Hardware/Software", we have added "Dial-In OPAC access." Actually, until October 1, when we installed the new AlphaServer, this information was not available to us. This indicates the number of people who have accessed our online catalog during the month by computer through our dial-up number: 866-0795 or 956-2144. This month our OPAC was accessed 53 times. We cannot tell from which town patrons called.

Under "Other Library Services Used", I changed the heading from "Ref Book/Vertical File Copies Made" to "Copies Made for Patrons". Beginning in November, we will count only those copies which staff make for patrons and will not worry about whether the copies are of library materials or not. This was the original intention of that statistic, and the amount of time spent on it was based on staff time spent making the copies and collecting the money.

We eliminated Directional and Reference Questions from our monthly report when we started collecting these statistics only six days out of every 3 months. You have been receiving a separate report every three months when we collect our statistics. This does not give an accurate indication of the amount of staff time on service to the public, however.

Therefore, I have added directional questions and reference questions to the monthly report once again. The difference is that, for 3 months, you will see the same figures. This is because the

Board agreed to allow us to check these statistics for 6 days four times a year. Staff more accurately tallies these questions when asked to make a concerted effort to do so for a specified period of time, rather than every day all year. In fact, during People Count Week this month, during which we count reference use as well as the number of people entering the building and the in-house use of materials, two libraries assigned staff or volunteers the job of sitting and tallying use each day.

We will add a new statistic at the end of November. Michelle added software to our Internet homepage to count the number of people who view the page each month. Since this is a patron use of our library, we felt it should be counted. We will be estimating the number of hours spent updating this page and use that figure to determine how much staff time is spent per hit (per times it is accessed). If you have Internet access, keep checking the homepage to see the changes and improvements made. (<http://jasperco.lib.in.us>)

If you have questions about the statistics, please ask me.

Rensselaer: Glenda is working on labeling and organizing copies of Milroy documents in the wooden file cabinet to make them more accessible. She has received microfilm of the Jasper County Democrat, funded with a Jasper Foundation grant.

Sharon and Michelle are planning 1998 programs. Some viable ideas include a sign language class, a book discussion group, different types of Internet classes, a session on using library materials for a job search, and travel series and craft programs.

Jackie is working with Dr. Jennifer Barce at St. Joe to develop ways in which students in her child development class can each do 14 hours of volunteer work at the library. They are very excited about the opportunities this presents.

The library has purchased a new plain paper fax machine. The old machine served the library for 8 years!

Wheatfield: In accordance with your decision, I have talked to Kent about asking the KV School Board for an option to buy some of the property west of the present Wheatfield Library. Kent has all necessary information. He will talk to Superintendent Lewis. He expects that the board will want to discuss the matter in executive session before we present the idea to them at an open board meeting. He will notify us when a presentation should be made.

Trim on the building has been painted. Two windows, which have lost their thermopane seal, will soon be sealed and caulking will be done around doors and windows. A small room humidifier seems to have eased staff problems with dry and sore throats.

DeMotte: Genealogy CD ROM's have been ordered for the Indiana Room. A computer will be purchased for that room soon. The index to the KV Post/News will be available on that as well as the CD ROMs.

Overheating problems have plagued DeMotte. Precision has been investigating causes

and solutions.

Christmas party: Do you wish to have dinner together before the December board meeting or would you rather bring food to the board meeting?

Continuing education: Since the last board meeting, I have attended an ISLAC (Indiana State Library Advisory Council) meeting in Indianapolis at which we determined how federal grant money for libraries (LSTA) should be sent. The Indiana Library and Historical Board makes the ultimate determination, but has always followed ISLAC's recommendations. I also attended a Management Meeting, Northwest Indiana Directors' Meeting, a NILBA dinner, the Leadership Forum at Brown County (Michelle also attended that) and the INCOLSA (Indiana Cooperative Library Services Authority) semi-annual board meeting.

Several staff attended DeMotte's genealogy mini-workshop, which they said was both helpful and fun. Children's specialists/librarian attended a Children's Counterparts meeting from which they obtained a number of good ideas as did the staff who attended a Circulation Counterparts meeting. Counterparts meetings are held at various libraries in northwest Indiana two to four times per year and are opportunities for those working in a particular area of the library to compare notes and exchange ideas with others having the same responsibilities in other libraries.

Glenda attended a workshop on preserving archival materials. Leanne and Michelle attended a class on HTML, which will enable them to add and update information on our Internet home page. Several staff attended the satellite program on "Libraries, the Internet, and the First Amendment" at Rensselaer.

Fixed asset inventory: I am happy to report that we are nearing the end of the retrospective Fixed Asset Inventory.

Financial Matters: It is possible that we may spend about \$20,000 more from our Operating Fund than we obtain in receipts this year. We will do what we can to lower that figure. Results will depend partly on what we receive in excise tax and miscellaneous receipts in December and what our utility bills amount to. The technology grants are not the cause of this since little money comes from the Operating Fund.

In a late-breaking story, the state auditor arrived today and will be here for the next week.

Staff Training Manual: A need for an updated manual has been very apparent. A staff task force consisting of Leanne, Charlotte, Gail, Diane, and Lisa did a beautiful job on this project.

Employee vacation request: DeMotte has an employee who has worked for us for more than five years. Only the past year has been full-time. She is not eligible for paid vacation until January 1 at which time she will have 12 days vacation. She is getting married on the weekend before Thanksgiving and will be taking a one-week honeymoon. She is requesting that she be able to use three days of the vacation she has earned this year for that purpose. To date she has earned 10 days. Because of the special nature of the request, I would like to grant it. She is a great asset to our library. Would you approve this special request?

Technical Services Report: The Technical Services report this year will be sketchy, since our Technical Services Librarian, Sarah McKee, has only been employed for one week. In addition, I am asking Sheila Maxwell to report on the state of the Technology Network. The Board has not yet had a chance to meet her, since she started work at the end of July.

Policies: And now the embarrassing part. I completely forgot to talk to staff or board about the policies to be reviewed at the November board meeting. It has been a hectic month, planning new board orientation, new staff orientation, etc. I simply forgot. I'm sorry. We can decide at the meeting whether you want to deal with these at the December meeting, combine them with January policies or squeeze an extra policy in each month next year until the three policies are dealt with.

Please contact me if you are unable to attend the November board meeting or if you have any questions about material in your packet.

Lynn

Director's Report

November 1997

This month, I spent some time training Sarah McKee, our new Technical Services Librarian. Like supervisors at DeMotte and Wheatfield, I worked on staff evaluations. I attended the semi-annual INCOLSA Board meeting, met with a representative from the State Library and the Remington librarian to help her with her Technology Plan, held our monthly management meeting, and, most importantly, took some vacation time to visit family.

Board positions: This month, Jim Staton was appointed by the County Council to immediately fill the position vacated by Pat O'Rourke who has moved from the state. Roger Walstra was appointed to fill the remainder of Wil Doty's term beginning January 1, 1998. Bob Souza's position has not yet been filled by the County Council.

Technology Project: We discovered that we could apply for *both* added Internet workstations and for making our online catalog (OPAC) accessible to others through the Internet. With the Board's permission, we will apply for five workstations and for \$8,300 for connecting our catalog to the Internet. We have been assured that this amount will completely cover costs of the installation.

American Library Association membership: Membership dues for 1998 are \$870: \$770 for ALA membership, \$50 additional for ALTA (American Library Trustee Association) and \$50 for PLA membership. With membership, we get a monthly library copy of American Libraries and of Public Libraries and the quarterly bulletin put out by ALTA. We also get 10% off on any ALA publications ordered (last year we spent about \$350 on publications). ALA's Office of Intellectual Freedom works very hard to fight for the Freedom to Read and will provide advice and background materials for a library fighting a censorship challenge. They are working on Universal Service for libraries. Etc. etc.

Institutional dues do not allow staff or trustees to attend conferences or workshops (and they have excellent ones) at "member" rates. One must be an *individual* member to attend at member rates. The Library will pay \$125 less for my PLA registration than for Michelle's because I am an individual member. My individual membership will cost me \$150 this year. A trustee's membership would be \$95 (for ALA and PLA) in order to qualify for member rates at the conference. Note: The Library cannot legally pay individual dues for board or staff members.

My question is whether the board feels the benefits are worth the institutional dues expense. We will not be paying this bill until January. I wanted to give you a chance to

decide whether or not you feel membership in ALA should be continued. (Our ILF (Indiana Library Federation) institutional dues will be \$1020 this year. However, the institutional dues paid for *trustees* make trustees eligible for member rates at conferences and workshops. Only staff must pay individual dues in order to earn member.)

Disposal of property: In Rensselaer's attic we have some strips of carpeting about 4 feet wide used in the entryway until our floor mats came. They are soiled. We have an employee who would like to take them home and try to clean them up. Since we also have large sections of unused carpet to be used for patching, I cannot foresee a use for the soiled carpet. Its value cannot be more than a dollar or two. Accounting guidelines state that in such cases the disposing agent may sell the property at public or private sale or transfer the property, without advertising. If the property is worthless, it may be demolished or junked. I would put this in the "worthless" category.

On the other hand, we have a donated microfiche machine and some computer equipment which we can no longer use, but which may be of use to someone else. This is specialized equipment, not something that could be used with a personal pc. I would like the board to give us *blanket* permission to sell such equipment, when it becomes available, to whomever will give us the best price. The longer we keep it in our possession, the older the technology becomes and the less chance there is that someone else will be able to use it. If the assessed value of any one item were \$1000 or if we had several items together worth \$5000, we would have to advertise and sell it by bid or at a public sale. In cases such as that, I would bring the matter to the Board for approval.

Health Insurance: Acordia has not yet quoted rates to us. We hope to have this information by the time of the board meeting. Please review the material received last month as background for making a decision about this.

Board development: If the Board approves, I would like to try to schedule Dave Hurst to do the Budget 101 workshop late in February or early in March. I will consult you for the best date. You suggested waiting for the Dan Cain workshop until fall. However, there are 3 other libraries in our area with new board members and all would like this workshop scheduled in late spring. Would you be willing to attend a May workshop since this seems to meet the needs of the other libraries?

Patron complaint: Karen Vanderwall called me with an (anonymous) complaint about the way we have treated her son Ian.

- ♦ She noted that staff refused to allow him to start working on the Internet computer at 7:45 PM. She just wanted him to play around with it while she handled her own library business.
- ♦ She stated that she did not see why he could not use the Study Room by himself (our procedures state that the room is for group use by adults or children 5th grade or above, and that younger children must be accompanied by an adult). She said he is ADD and needs the seclusion and that the library should not be just for some people.
- ♦ She stated that when he asked for help on the computer he was told by someone who was "just standing around" that s/he couldn't help him all the time.

She would not leave her name or say whom she had talked to in these instances, although I explained to her that it was not possible to solve the problems unless we knew who and

what was involved. She said we would take revenge on her son if she told us who they were—as they had done at the school. She further stated that she would be coming to the December board meeting to discuss this with the board.

When I spoke with Michelle she knew immediately who the person was and about the study room incident. She has since discussed the situation with staff. Karen did not mention that her son had an ADD problem when she talked to staff. They encouraged her to let her son use one of the study carrels in the back of the library where it is very quiet during the day (he is homeschooled and generally is in the library during the day). Michelle is willing to let Ian use the study room during the day when groups are not using it, since he does have special needs. However, Karen has not been back in the library since the incident, so she has not been able to talk to her about it.

We do not allow patrons to begin using the word processing computers or the Internet computer after 7:45 PM. That is because it takes a certain amount of time for a patron to set him/herself up and find what s/he is looking for or, in the case of the word processing computers, to compose and print a document. We have found that patrons usually leave the library late in these cases or become upset when they are asked to quit a task before they are completed with it. It is better to simply say they cannot access the computers after 7:45 PM. It was actually 7:51 when Ian asked to use the computer.

Jackie was upset at the complaint that Ian did not receive computer help. Ian is in the library almost every day. Jackie has sat at the computer with him on a number of occasions when he needed coaching. Without Karen's input on the employee who supposedly made the statement, we cannot ferret out the truth or correct a problem if one needs to be corrected. It may simply be that on that one particular occasion Ian was told that staff was too busy at that moment to give the help he needed. Our Computer Use Guidelines state that the library can provide only "limited assistance in computer use". We go far beyond that limited assistance *when time is available*. It may be that the person "not doing anything" whom he asked for assistance was the only person behind the circulation desk and was, therefore, not able to leave it to give assistance. We have no way of knowing these things.

I explained to Mrs. Vanderwall that we have a particular time in our board meeting when comments are invited from the public and that she will need to fill out a form stating her intention to speak before the meeting starts. To refresh your memory concerning board response to a complaint, I am including a copy of the Public Forum policy.

Rensselaer: This year we have contracted with Bill Carr, from Carr's Construction, for snow removal. Bill also contracts with Wal-mart and Donaldson. The Festival of Music was a major event for the Rensselaer Library, attracting a smaller than normal crowd of 100 persons. That is still a larger crowd than we draw for almost any other program. Sharon and Michelle should be congratulated for the time they spent preparing for this.

Michelle has also spent time this month preparing for two Internet Roundtable programs. The programs, held in Chesterton and Lafayette, were filled to capacity. Michelle has received numerous requests to offer the programs again.

DeMotte: Charlotte presented a program for 10-14 year olds in conjunction with the Jasper County Step Ahead Council. Cookie organized an afternoon of "Make It-Take It" crafts to occupy children whose parents were attending parent/teacher conferences.

Wheatfield: I have put on hold until January the work of talking with the KV School Board about the Wheatfield property. Too much else has been going on. Meanwhile, Wheatfield has been getting a minor facelift—new entry mats which have received compliments from patrons, replacement of windows which had lost their seal, caulking windows where needed. Diana's first Internet training class for the public went well.

Continuing education: Six staff members attended INCOLSA's advanced reference workshop in Indianapolis. After the Internet discussion, staff generally felt that our Internet setup for the public is superior to many others.

Jackie and Charlotte held a Children's Reader's Advisory mini-workshop for staff which got very positive comments from those attending.

Marlene Beedle, DeMotte, has become the library's liaison to the DeMotte Historical Society and recently attended a workshop on local history collection development sponsored by the society.

Michelle Heeke attended a program offering many useful tools for web-page development. Michelle is a part of a committee charged with keeping the library's home page updated. Other committee members are Jackie Reagan, Sheila Maxwell, Sarah McKee, Amber Whited and Leanne York.

Library Finances: I almost forgot one of the most important bits of information. Our state Board of Accounts auditor was here and gave us a completely clean bill of health. Before leaving, he made the comment that "Gail keeps a very neat set of books....but I suspect you already know that."

We expect to spend a little more this year than we get in receipts. The extra expenses for the Technology Project are the reason for this. We had planned not to spend part of the money we appropriated to put into LIRF, but, in the end, had to spend it. We will still begin 1998 with a very comfortable operating balance.

A list of items for which we wish to encumber funds will be given to you at the board meeting. We will encumber salaries so that the checks covering the last pay period in December will be paid with 1997 money. We did this last year also. We also plan to encumber two equipment purchases made from the branches' 1997 equipment budget. The items have not yet been received. At this point, we are not planning to encumber any other funds.

Please contact me if you are unable to attend the December Christmas dinner (5:30 PM at the Pub) and/or board meeting (about 7 PM at the library) or if you have any questions about material in your packet.

Lynn

Director's Report **December 1997**

Board positions: Mark Heinig has been appointed by the County Council to fill Bob Souza's position on the board. Mark is a science teacher at Rensselaer Middle School.

Board meeting dates: I will give you a revised list of meeting dates at the board meeting. Our bylaws state that we will meet in the third week of the month during January and December. I listed December 14, the second Monday, on the original list.

Board of Finance: At this meeting required by the state of Indiana, the board *generally votes to elect the library board officers as officers for the board of finance.*

This year, the Board of Finance must *designate the newspapers* to be used for public notices (legal advertisements). The Kankakee Valley Post-News and the Rensselaer Republican are the papers you must vote to use.

The Director's *annual financial report*, now a state requirement, can be found on R 17. I think it would be wise for the board to formally vote to accept the report, so that the minutes indicate it was presented. Later, in the regular board meeting, Gail Jung will explain the monthly financial report to you, as part of on-going board education.

Annual Accounting Practices are found on R 15. Only one item has been added this year: the designation of two banks as the library's depositories and the use of the repurchase agreement. Previously, we were required to split our funds between all libraries in the county.

Workshop approval: I would like permission to send our Technical Services Librarian to a Fred Pryor seminar on "Conflict Management and Confrontation Skills" as a part of her on-going management training. The seminar is in Lafayette at a cost of \$99.

Continuing Education: Several staff attended a workshop on "Migrating Automated Systems". What we learned will help us when we begin examining our Galaxy System and whether it is continuing to meet our needs, or whether it is time to consider a change.

Sheila and I attended a "Year 2000" workshop which helped explain the computer problems which may occur at the turn of the century and how we can minimize or avoid these problems.

Sheila attended a "Microcomputer Rescue 911" workshop which gave her a number of pointers on preparing for a PC crash, disaster recovery techniques, and troubleshooting problems.

Some staff attended a Reference Counterparts meeting at the Crown Point Library. Counterparts groups allow persons doing similar jobs in different libraries to share ideas and discuss common problems.

Gail attended an AVC users group meeting (our financial accounting program) which was useful as usual. This group meets about 4 times per year.

Technology Project: Last month you approved applying for five workstations and for \$8,300 to connect our catalog to the Internet. Since that time, we received information from Gaylord which led us to believe that we would have been installing a product that was difficult to use. While Gaylord promises to have problems corrected within 6 months, we decided not to apply for funds to install a flawed product.

Health Insurance: Within the next week, we expect to receive figures on the cost of the proposed health insurance. If this happens, we will provide you with information about the proposal at the January meeting.

Board development: I have names of four persons who have expressed interest in becoming library board members. I will contact the Rensselaer School Board in early April about our opening at the end of May. The School Board generally asks interested persons to write them a letter stating their interest. I would like input from you concerning my letter to the School Board. Do we offer one name? Three names? All names, even if we don't feel one would be a good candidate? Be thinking about this.

The *Budget 101 workshop* by David Hurst is scheduled for Saturday morning, February 28, from 9 AM – 12 noon. Please mark your calendars and plan to attend. I can promise that it will be enlightening and entertaining in spite of the subject. I plan to invite staff to attend if they are interested. If board members from one or two other libraries wish to attend, Dave will increase his charges a little and we will split them between libraries. Do you want this workshop to be open to other library boards or not?

After meeting with northwest Indiana public library directors this Thursday, I will have more information about the proposed *Dan Cain workshop* for late May.

Rensselaer: Michelle's main activities during this month included preparing for the Festival of Music, planning the 1998 adult program schedule, and preparing for the adult Winter Reading Program "Beat the Winter Blues—Read!" Mina Huff, our newest page, seems to have left town. Michelle is advertising for a new page.

Vandalism (words and symbols etched into the paint) in the boys' restroom necessitated our having the restroom stall walls repainted (boys & girls) electrostatically. Police were informed and an investigation is ongoing. Unfortunately, someone immediately marred

the walls of a stall in the girls' restroom a few days later. However, in this case, we feel we know the offender and will apprehend her the next time she exercises her creativity.

Rensselaer staff kept track this month of some of the compliments they received from patrons. Two patrons were comparing our library to one in their hometown back East (3 times the population served), and indicated that ours was head and shoulders above the other. Another patron said "You ladies are life savers" after staff helped locate information and enlarge pictures for a school report.

One patron brought in a large plate of cookies, while a genealogy patron brought a gift certificate from Penneys. After staff taught him how to use the American Business Disk, a patron commented that he really appreciated all the time and help. Another patron attached a note to an Interlibrary Loan (ILL) book she was returning "A great book—Thanks for getting it."

These comments may seem insignificant, but they mean a lot to staff. All too often, the patron *complaint* is discussed and examined and worried over, while the *compliment* is not even relayed to other staff. Michelle felt that by having staff record the compliments, they would feel better about the work they do.

DeMotte: A computer has been installed in the Indiana room. It is equipped with CD ROM software for genealogy and local history research. Marlene is bookmarking genealogical sites on the Internet and is putting a local birth, marriage, and obituary index into a database.

The manuscript for the oral history project is a full year overdue. We have given the author a January 31st deadline for completion of the project. If it is not completed at that time, we will retrieve all materials from her and have a local person write the manuscript.

Wheatfield: Diana held one Internet training session and plans to hold more in January when staff are back to a normal schedule. Patrons have been enthusiastic about the classes, and about the Internet.

As we prepare to present our formal request to obtain the lot behind the Wheatfield Library, presently owned by the KV School Corporation, I feel we need to assess the needs of the Wheatfield Library: What role do we feel that library should fill? How long can they fill that need in the space they now have? What is our timetable for making changes? I would like the Board to discuss the formation of a Task Force of board, staff and, perhaps, community members, to address these issues.

System Administrator: Sheila spent quite a bit of time this month on the phone to CD-ROM vendors, acquiring information about licensing agreements and costs. She and Diana, Leanne and Michelle then met to determine what they wished to purchase/update and network. Sheila is presently investigating several software metering packages which will allow us to control the use of our CD-ROMs to keep us in compliance with our licensing agreements. They will also supply us with reports on software usage. We have long sought a way to measure patron use of CD-ROM software. In addition to these

tasks, Sheila has been installing computers, computer peripherals and software where needed in the system.

NILBA dinner plans: We will be hosting the July 29th NILBA dinner. Do you have suggestions on a location (it must accommodate about 75 people)? Would a speaker on libraries and intellectual freedom be satisfactory?

The information about the Wednesday, January 28 NILBA dinner has come very late. I will need to know by the time of the board meeting whether you wish to attend this dinner. I am including the flyer in the board packet for the newer board members. The rest of you should have received one at home.

Universal Service Agreement: We will be completing applications for this reduced rate telecommunication service this month.

Please contact me if you are unable to attend the January board meeting or if you have any questions about material in your packet.

Lynn